



Service Information

Dishwasher

ADP 6836 WHM

8542 830 01930

Last Modification: 10/23/10

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This document is only intended for qualified technicians who are aware of the respective safety regulations.
Subject to modifications

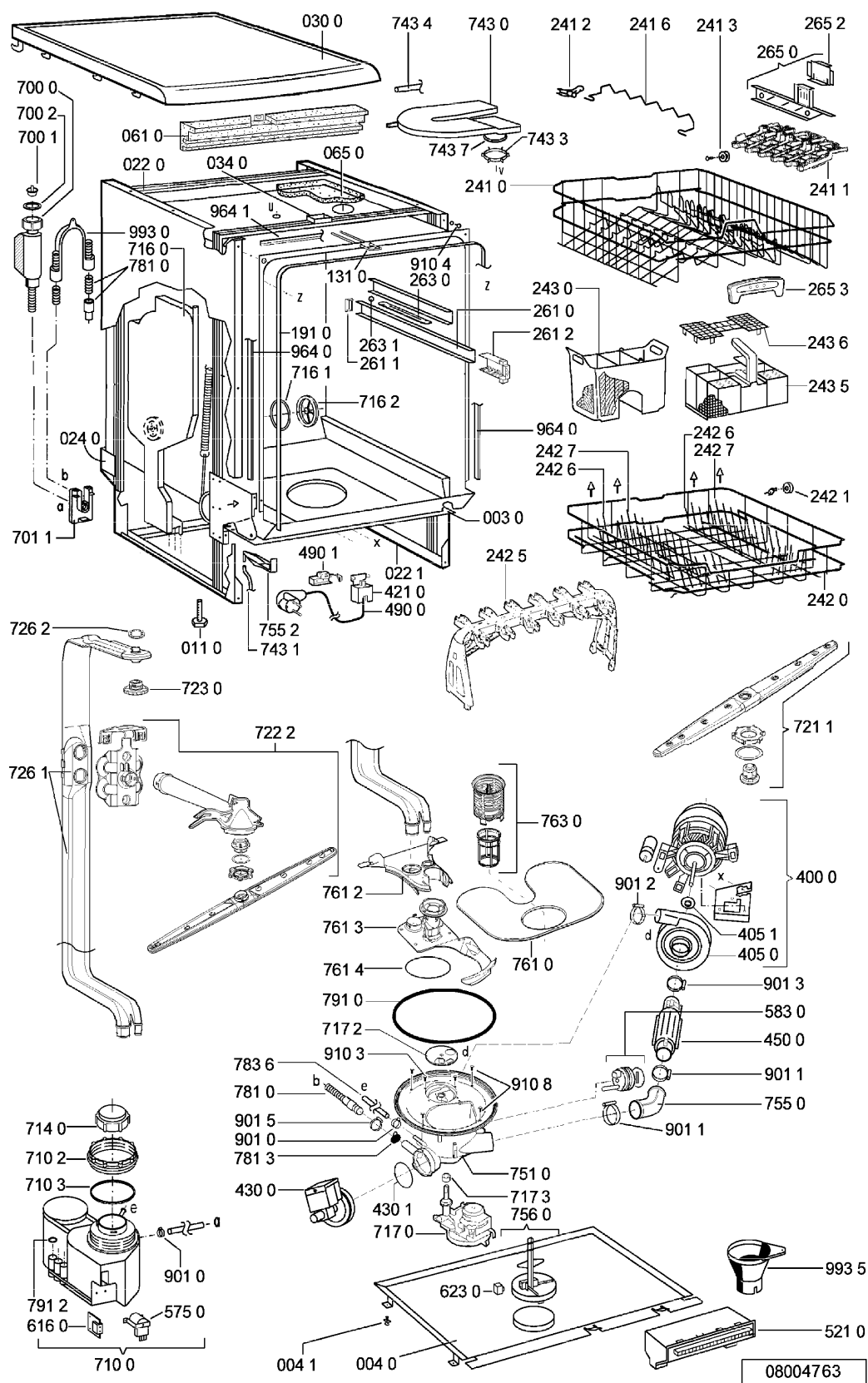
Spare Part List

Pos	12NC	Description
003 0	4812 440 11455	Crossbar
004 0	4812 440 11463	Drip tray assy
004 1	4812 401 18402	Holder
011 0	4812 505 18419	Foot short
022 0	4812 440 10755	Side panel left
022 1	4812 440 10754	Side panel right
024 0	4812 440 11468	Panel rear
030 0	4812 310 19004	Table top cpl. WH
034 0	4812 404 78237	Spacer
040 1	4812 417 18774	Hinge left
040 2	4812 417 18773	Hinge right
040 3	4812 417 19279	Protector f.door (set)
044 0	4812 492 38358	Spring f.door
047 0	4812 404 48746	Brake f.door
047 1	4812 401 18707	Band,brake
047 2	4812 404 68023	Hook
053 0	4812 440 89144	Plinth WH
053 4	4812 440 89087	Plinth rounded WH
061 0	4812 466 88672	Counter weight
065 0	4812 466 48051	Insulation without outcut
103 0	4812 440 11703	Door outer WH rounded
120 0	4812 440 11718	Door inner
120 1	4812 440 11454	Batten
130 0	4812 417 58398	Tilt lock
131 0	4812 401 18416	Hook lock
191 0	4812 466 68564	Gasket door
191 3	4812 466 68871	Gasket
192 0	4812 466 68467	Gasket door lower
241 0	4812 458 19249	Basket upper straight
241 1	4812 458 19246	Holder cups EBL 10809
241 2	4812 535 78081	Bearing holder cups EBL 10809
241 3	4812 528 88113	Wheel basket upper 10809 4pcs.
241 6	4812 458 19251	Holder glasses wiring EBL d.grey
242 0	4812 458 19248	Basket lower cpl.
242 1	4812 528 88112	Wheel basket lower 10809 8pcs.
242 5	4812 440 11527	Holder
242 6	4812 458 19252	Support plate left
242 7	4812 458 19253	Support plate right
243 0	4812 458 19276	Cutlery basket gr. 10809
243 5	4812 310 38897	Cutlery basket KIT soft 10809/10752
243 6	4812 458 19296	Grille cutlery EBL 10809
261 0	4812 462 79831	Rail telescope, inner
261 1	4812 462 79768	Cap rail rear 10809
261 2	4812 462 79904	Cap swinging, rail ahead
263 0	4819 520 18013	Ball cage cpl.
263 1	4812 310 48026	Service kit balls plastic
265 0	4812 404 48917	Basket adjustm. cpl. EBL gr. 10809
265 2	4812 404 48918	Grip basket adj. EBLgr.10809
265 3	4812 404 48931	Grip cpl.
301 0	4812 453 73301	Control panel WH

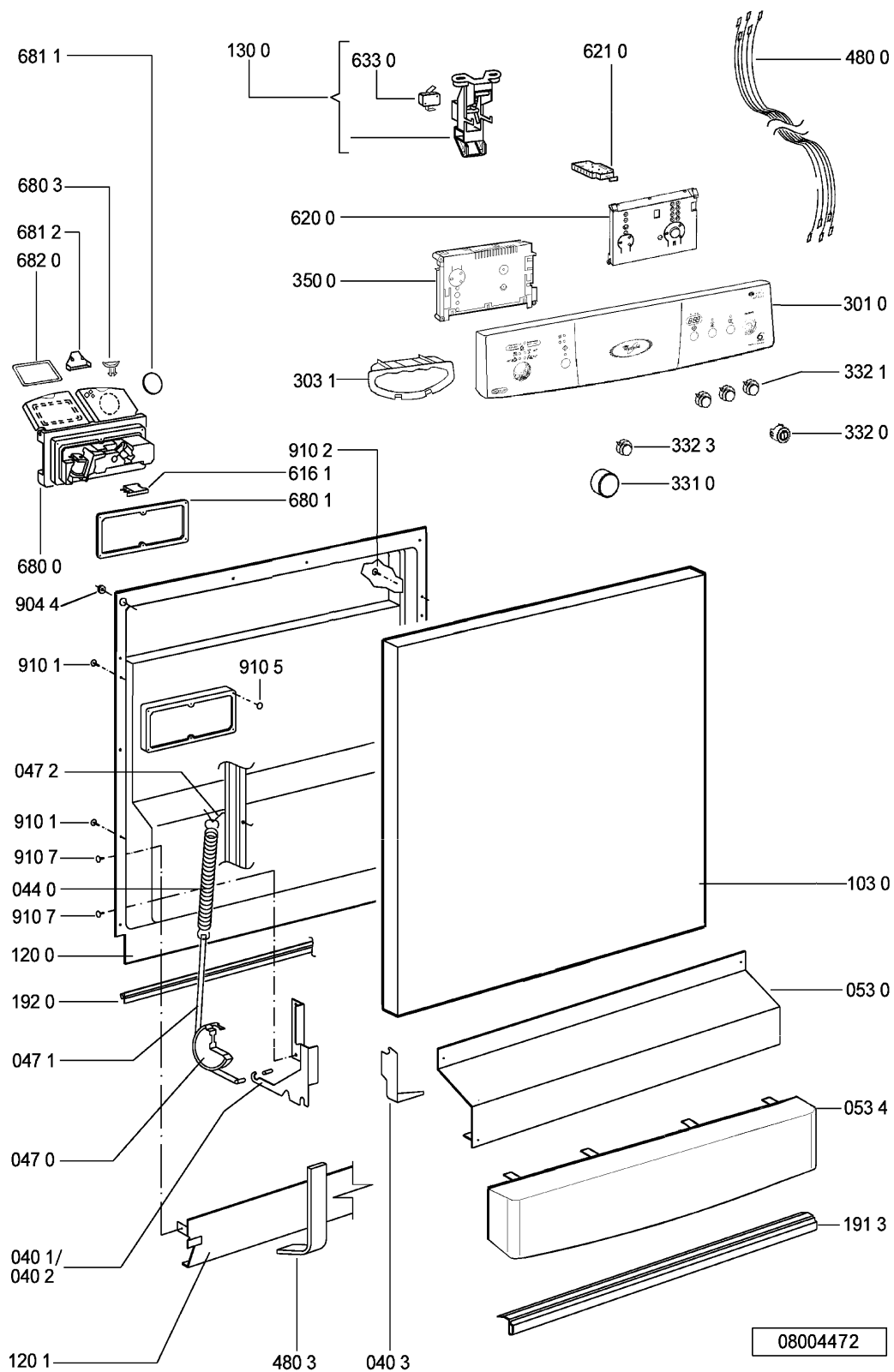
Pos	12NC	Description
303 1	4812 460 58396	Handle
331 0	4812 410 29223	Knob SIL
332 0	4812 410 29214	Button ON/OFF SIL
332 1	4812 410 29215	Button SIL
332 3	4812 410 29216	Button SIL
350 0	4812 276 58151	Display board (DB)
400 0	4812 361 58428	Motor +SP,50Hz,alt.HP-PNT
405 0	4812 360 18546	Pump body LowNoise Ascoll
405 1	4812 515 28107	Gasket
421 0	4812 121 18276	Interf.filter
430 0	4812 360 18558	Pump,draining cpl.
430 1	4812 466 68689	Gasket
450 0	4812 259 28892	Heating element 2,04 kW
480 0	4812 321 28432	Cable harness EBL high
480 3	4812 401 18418	Protector f.wiring
490 0	4819 321 18136	Cable mains 2m SA
490 1	4812 321 28367	Strain relief
521 0	4812 214 79949	Control board (CB)
521 0	4812 218 38409	Control board HiLa SAM
575 0	4812 310 19146	Regen.valve kit
583 0	4812 271 28557	Switch diaphragm (OWI)
616 0	4812 281 18066	Contact reed salt
616 1	4812 271 58184	Contact reed rinsing agent
620 0	4812 218 38414	User board (UB)
621 0	4812 276 18495	Switch on/off, 2 POLE
623 0	4812 271 38489	Microswitch
633 0	4812 271 38488	Microswitch door
680 0	4812 418 68371	Combidosage cpl.w.KSM 10809
680 1	4812 466 68495	Gasket
680 3	4812 440 11209	Lever,fastener combidos.
681 1	4812 466 68497	Gasket
681 2	4812 440 18975	Flap
682 0	4812 466 68496	Gasket
700 0	4812 530 29403	Hose inlet aqua stop
700 0	4812 530 29427	Hose inlet aqua stop 4m
700 1	4812 480 48095	Sieve
700 2	4812 466 68628	Gasket
701 1	4812 310 18153	Yoke clamp set
710 0	4812 418 68373	Monoblock cpl. w.Reed
710 2	4812 310 38896	Threaded ring gr.10809
710 3	4819 466 69562	Gasket set
714 0	4812 462 79903	Threaded cap gr.10809
716 0	4812 418 68368	Reg.dosage with flowmeter
716 1	4812 466 68475	Gasket
716 2	4812 462 78994	Cover reg.dos. gr.10809
717 0	4812 281 28461	Valve motordiverter
717 2	4812 528 98011	Valve disk diverter
717 3	4812 530 29121	Gasket diverter valve
721 1	4812 360 68689	Spray arm lower. cpl.gr.10809
722 2	4812 360 68688	Spray arm 2nd level cpl.EBL 10809

Pos	12NC	Description
723 0	4812 360 68691	Douche ceiling grey 10809
726 1	4812 530 29331	Tube assembly cpl.gr.10809
726 2	4812 505 18208	Nut
743 0	4812 511 48171	Condenser
743 1	4812 530 28102	Hose inlet
743 3	4812 462 79857	Cover kond.+ airchanel 10809
743 4	4812 530 28807	Hose 9x1,5x270+10
743 7	4812 466 68514	Gasket
751 0	4812 418 18338	Water collector ,NTC WI
755 0	4812 530 29119	Bend
755 2	4812 530 48148	Tray leak
756 0	4812 360 58479	Floater
761 0	4812 480 58122	Sieve fine
761 2	4812 418 18337	Cover sieve gr.10809
761 3	4812 418 18341	Cover gr.10809
761 4	4812 530 58141	O-Ring
763 0	4812 480 58363	Sieve coarse gr.10809
781 0	4812 530 29113	Hose draining
781 3	4812 281 28417	Flap non-return
783 6	4812 530 28796	Hose 10x3x180+10
791 0	4812 532 68099	Gasket
791 2	4812 530 58093	Gasket
901 0	4812 401 18709	Clamp hose S10-16/9-C7W1
901 1	4812 401 18708	Strap 050,0
901 2	4812 401 18705	Strap 033,1
901 3	4812 401 18806	Strap 47,0 mm
901 5	4812 401 48588	Strap 028,6
904 4	4812 462 79659	Threaded cap
910 1	4812 502 18394	Screw 3,5x17-H
910 2	4812 502 18363	Screw 4,0x12-H
910 3	4812 502 18527	Screw 4x15 T20
910 4	4812 502 18741	Screw M3,5x8-T15M
910 5	4812 502 18739	Screw 3,5x8 Tx15
910 7	4812 502 18397	Screw INOX A2 M 5X12
910 8	4812 502 18389	Screw 5x20 T20
964 0	4812 466 68866	Gasket housing ri/le
964 1	4812 466 68873	Gasket housing upper wh
993 0	4819 530 29028	Bow
993 5	4822 532 80216	Funnel salt

Exploded View



Exploded View



Technical Data

Dimensions + Weight

Product dimensions

Height	85,0 cm ± 1.4
Width	59.7 cm
Depth	59.6 cm
Weight	58 kg

Programs

..... Alternating washing system Program ID S 6A
Succession of programs A1a-A2a-A3a-A5g-A8a-A9a

see program diagram

Reference program A5h

Water Level

..... in normal program

Measuring the level

Remove the coarse sieve, put in a measuring meter into the sump, measure the hight of the water level.

Water	Volume	Level
Regeneration	0.3 l	15 mm
Back rinse 3x	1.0 l	60 mm
Prewash	4.8 l	120 mm
Main wash	4.2 l	118 mm
Intermediate rinse 1	4.2 l	118 mm
Intermediate rinse 2	4.2 l	118 mm
Clear rinse	4.2 l	118 mm
Safety/ overflow	8.5 l	141 mm

Spray arm

Rotations

Spray arm lower	25 - 45 rpm
Spray arm upper	28 - 42 rpm

Electrical base data

Voltage	220 - 230 V / 50 Hz
Total power	2.2 kW
Fuse	10 A

Motor

Voltage	220 - 240 V / 50 Hz
Power Consumption	125 W
HI	79 Ω
HA	60 Ω
Capacitor	2 μF

Heating element

Voltage	220 - 230 V / 50Hz
Power Consumption	1.87/ 2.04 kW
Heating resistances	(T=20°C) 24.5 Ω
Heating speed	~2.0 °C/min
Temperature on surface	~115 °C
Safety thermostat self reset (Temperature of water)	85 °C
Fuse	206 °C

Drain pump motor

Voltage	220 - 240 V / 50 Hz
Power Consumption	30 W
Resistance	146 Ω

Single electric water inlet valve

Voltage	220/ 240 V
Frequency	50/ 60 Hz
Resistance	3.76 kΩ
Inlet pressure	0.3 - 10 bar

Motor Diverter Valve

Voltage	220/ 240 V
Frequency	50/ 60 Hz
Resistance	6.5 kΩ
Signal (2x within ~13 sec.)	5.0 V

Coil of dispenser

Voltage	220/ 240 V
Frequency	50/ 60 Hz
Resistance	1.3 kΩ

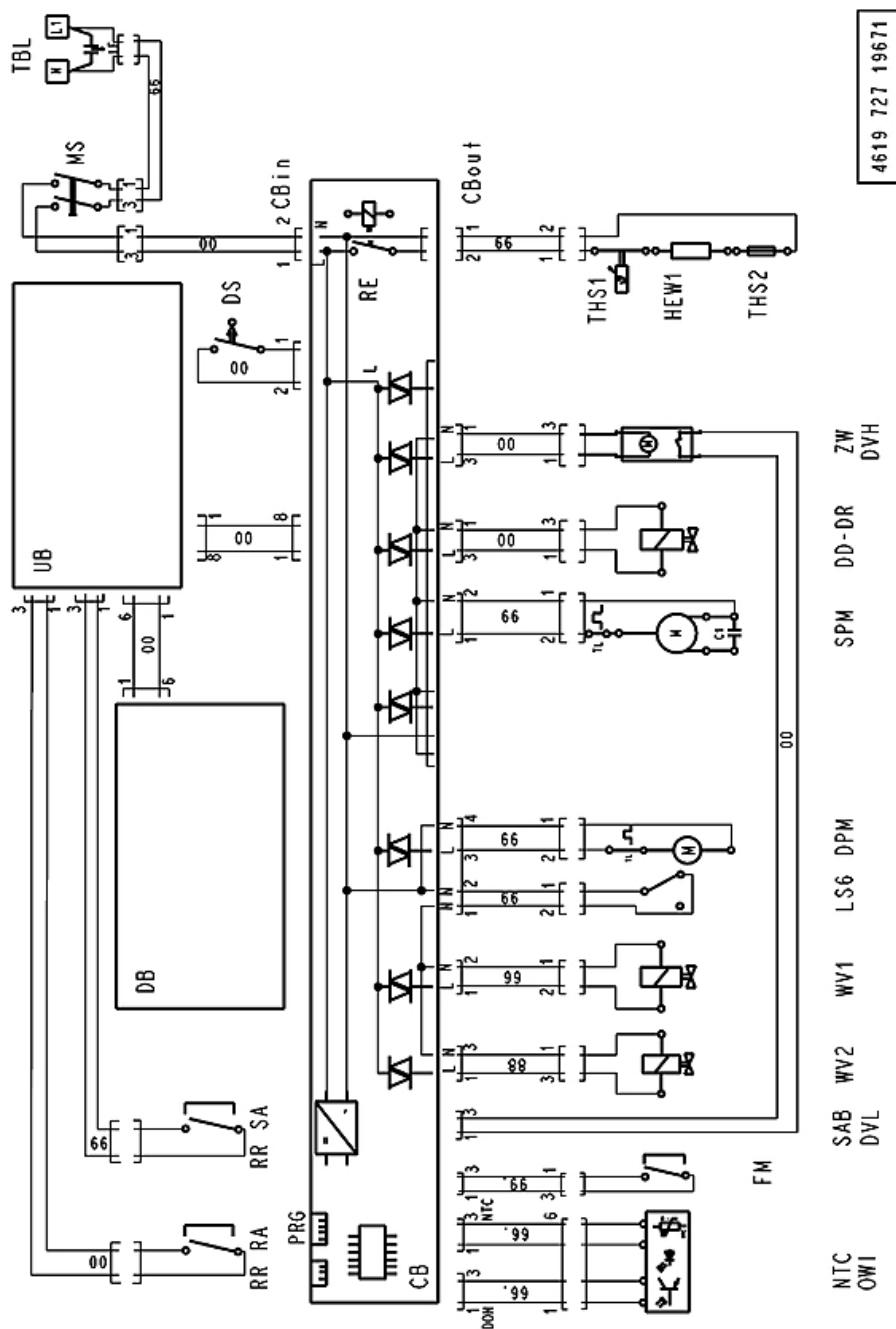
NTC

20 °C	58.1	kΩ
25 °C	47.1	kΩ
30 °C	38.2	kΩ
40 °C	25.4	kΩ
50 °C	17.2	kΩ
60 °C	11.8	kΩ
70 °C	8.3	kΩ
80 °C	6	kΩ
85 °C	4	kΩ

Regeneration valve

Voltage 220/ 240 V
Frequency 50/ 60 Hz
Resistance 3.13 kΩ

Circuit Diagram



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Legend

3 in 1	MICRO-INTER. Multi-tablet (3in1)
AS4/	REGENERATION AUTO. DE SEL/
WHS	SENSOR DURETE DE L'EAU
C1	CONDENSATEUR
CB	PLATINE DE CONTROLE
CULCD	PLATINE DE CONTROLE AVEC ECRAN LCD
DB	PLATINE D' AFFICHAGE
DUB	PLATINE AFFICHAGE + SELECT
DLB	INTER. DEPART DIFFERE
DFM	POMPE DE VIDANGE
DO	DOSEUR DETERGENT
DON	SONDE SALISSURE
DR	DOSEUR PRODUIT DE RINÇAGE
DS	CONTACT DE PORTE
D/H	ELECTROVANNE D'VERTER HAUT
D/L	ELECTROVANNE D'VERTER BAS
FM	DEBITMETRE
HEW1	RESISTANCE CHAUFFANTE
IF	FILTRE ANTIPARASITES
LS6	INTER. ANTI DEBORDEMENT
L	PHASE
M	MOTEUR
MS	BOUTON MARCHE-ARRET
NTC	SONDE CTN
N	NEUTRE
OW1	INDICATEUR D'EAU OPTIQUE
PRG	CONNECTEUR PLATINE DE CONTROLE
RE/ RE2	RELAIS RESISTANCE CHAUFFANTE
RE3	RELAIS DE POMPE DE LAVAGE
MDX	ELECTROVANNE MIX VALVE
RR SA	RELAIS REED SEL
RR RA	RELAIS REED PRODUIT DE RINÇAGE
RV	POTENTIOMETRE DE DURETE D'EAU
SPM	POMPE DE LAVAGE
THS1	THERMOSTAT DE SECURITE
THS2	FUSIBLE THERMIQUE
TBL	BORNIER SECTEUR
TL	PROTECTION MOTEUR
UB	PLATINE DE PROGRAMMATION
UCB	PLATINE DE PROGRAMMATION ET DE CONTROLE
UCB	PLATINE SELECT + AFFICHAGE
VM	TURBINE DE SECHAGE
VSM	MOTEUR - VARIABLE SPEED
WM	ELECTROVANNE ARRIVE D'EAU
WV2	ELECTROVANNE DE REGENERATION
WI	INDICATEUR D'EAU
ZV	ELECTROVANNE BRAS INTERMEDIAIRE
00	NOIR
66	BLEU
88	GRIS
99	BLANC

Program Chart

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	
		PS1								PS2								PS3								PS4																		
Program Table																																												
Overnight (2500 and 2700 rpm)	A15a																																											
Handwash (2300 rpm)	A14a																																											
Sensor Max 50°C (clear water)	A12e																																											
Fuzzy logic values based on clear water	A12d																																											
Sensor Max 50°C (clear water)	A12c																																											
Fuzzy logic values based on clear water	A12b																																											
Sensor Max 50°C (clear water)	A12a																																											
Fuzzy logic values based on clear water	A10a																																											
Auto Sensor	A9a																																											
Sensor intensiv	A8a																																											
Sensor Eco normal	A11a																																											
Sani Rinse Program	*Sanr																																											
Intensiv Program 70°C (from production-week 08/02)	A7a/b																																											
Intensiv Program 70°C (for 60-Hz DW and others till prod.-week 07/02)	A7a																																											
Normal Program 65°C	A13a																																											
Normal Program 65°C	A6a																																											
Normal Program 50°C	A5i																																											
Normal Program 50°C	A5h																																											
Normal Program 50°C	A5g																																											
Normal Program 50°C	A5f																																											
Normal Program 50°C	A5e																																											
Normal Program 40°C	A5d																																											
Normal Program 50°C	A5c																																											
Normal Program 50°C	A5b																																											
Normal Program 50°C	A5a																																											
Eco Program 50°C	A4a																																											
Express Program 30°C	A3a																																											
Glasses program 40°C	A2a/b																																											
Prewash program cold	A1a																																											
		Back rinse								Prewash				Mainwash								Intermediate rinse				Clear rinse								Drying										
		only after regeneration																				step 1				step 2																		
Contacts		13 + 30 s								FM 13+30 s				13 + 30 s				FM 13+30 s				13 + 30 s				FM 13+30 s				13 + 30 s														
Water inlet valve WV1		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Regenerating valve 2 WV2		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Drain pump DPM		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Heating relay RE2		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Spray pump SPM		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Dosage detergent + rinse aid DD-DR		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Diverter valve DVM		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Ventilation drying (optional) VM		FM 13+30 s								FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s				FM 13+30 s																		
Function of the machine																																												
Startposition for all progr.																																												
draining																																												
filling + draining (1ltr.)																																												
pause																																												
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filling - rinsing																																												
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rinsing - heating																																												
rinsing - dos. rise aid + heat.																																												
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rinsing - heating																																												
rinsing																																												
draining - regenerating																																												
drying - regenerating																																												
drying - regenerating - filling																																												
drying - regenerating																																												
drying - regenerating - filling																																												
drying - draining																																												
drying - without Fan																																												
drying - with Fan																																												
drying - draining																																												
End																																												

Testprogram

Test procedure for SERVICE-TEST-PROGRAM Point dishwashers appliances with and without 7 Segment Display and an Integrated Board.

Switch on the appliance.

1. If there is a defective component indicated, open up the control board (CB).
2. Check the component.
Unplug the indicated component from the control board (CB) and check it by using an ohmmeter.
If the resistance is not correct, check the cables to the component and check the component itself.
3. Visually check the control board (CB).
4. At the end of the repair start the appliance and quit the failure (press in the start button for more the 1.5 sec). After this, start the test program again to see that the failure is solved.

Attention:

Danger of short circuit. Short circuits on components can damage the control board (CB).

If electronic boards are wet, do not switch the appliance on.

To check the appliance, plug in the appliance.

Failures, which occurred during the program will be stored and indicated by flashing the start LED.

The failure will be indicated and can be related to the failure table.

To quit the failure, you must push the start button longer than 1.5 seconds.

The failures: F1 NTC break

F9 continuous water inlet

are checked and indicated immediately after start of the program.

Therefore these failures have to be solved before starting the test program.

When these failures are not solved, the test program does not run.

The electrical components get their voltage via triac from the control board (CB). To test the voltage the voltmeter must be connected in parallel to the component (the component must be connected). If the component is disconnected, then the output voltage from the control board (CB) is reduced.

After starting a program this program is locked. That means neither by unplugging/switching off the appliance nor by setting to another program, the first set program cannot be changed. Changing of the program is only possible by pushing the start button again for longer than 1.5 sec..

Attention: New service control boards start at first with the service test program. This test program is without back rinsing. Dangerous for overfilling the appliance, in case the appliance is not empty. By running the test program or another program a second time, the back rinsing will be carried out as usual.

Remarks:

The test program runs to the failure position and stops or, if there is no failure, it runs to the end.

To leave the test program push the start button for longer than 1.5 second's.

Not enough salt or rinse aid will not stop the running of the appliance.

When the failure position is reached the failure indication is indicated on the page "Failure Codes"

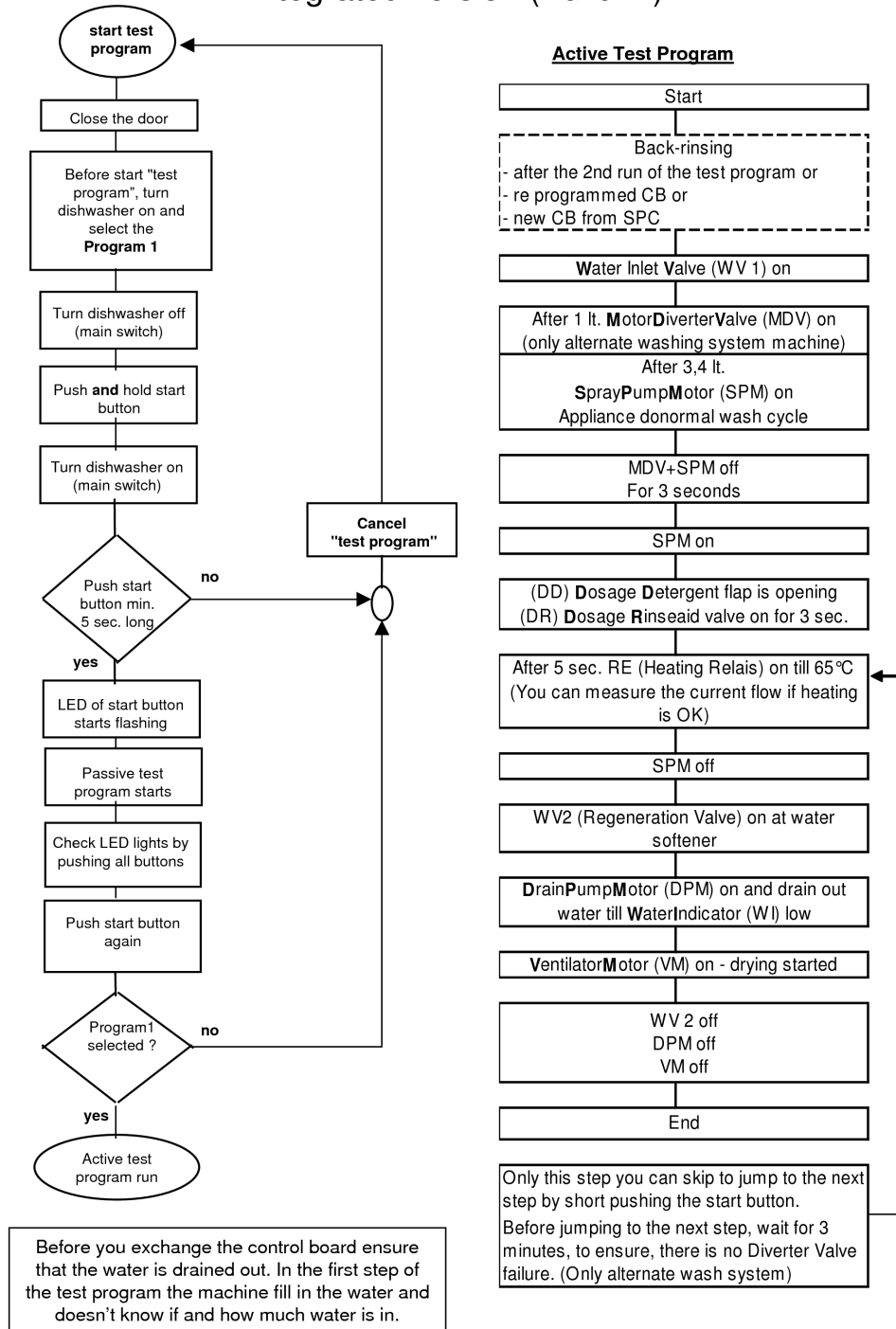
Attention:

If you can't start the test program (Start button doesn't flash), normally there is one of the following failures detected: F1, or F9

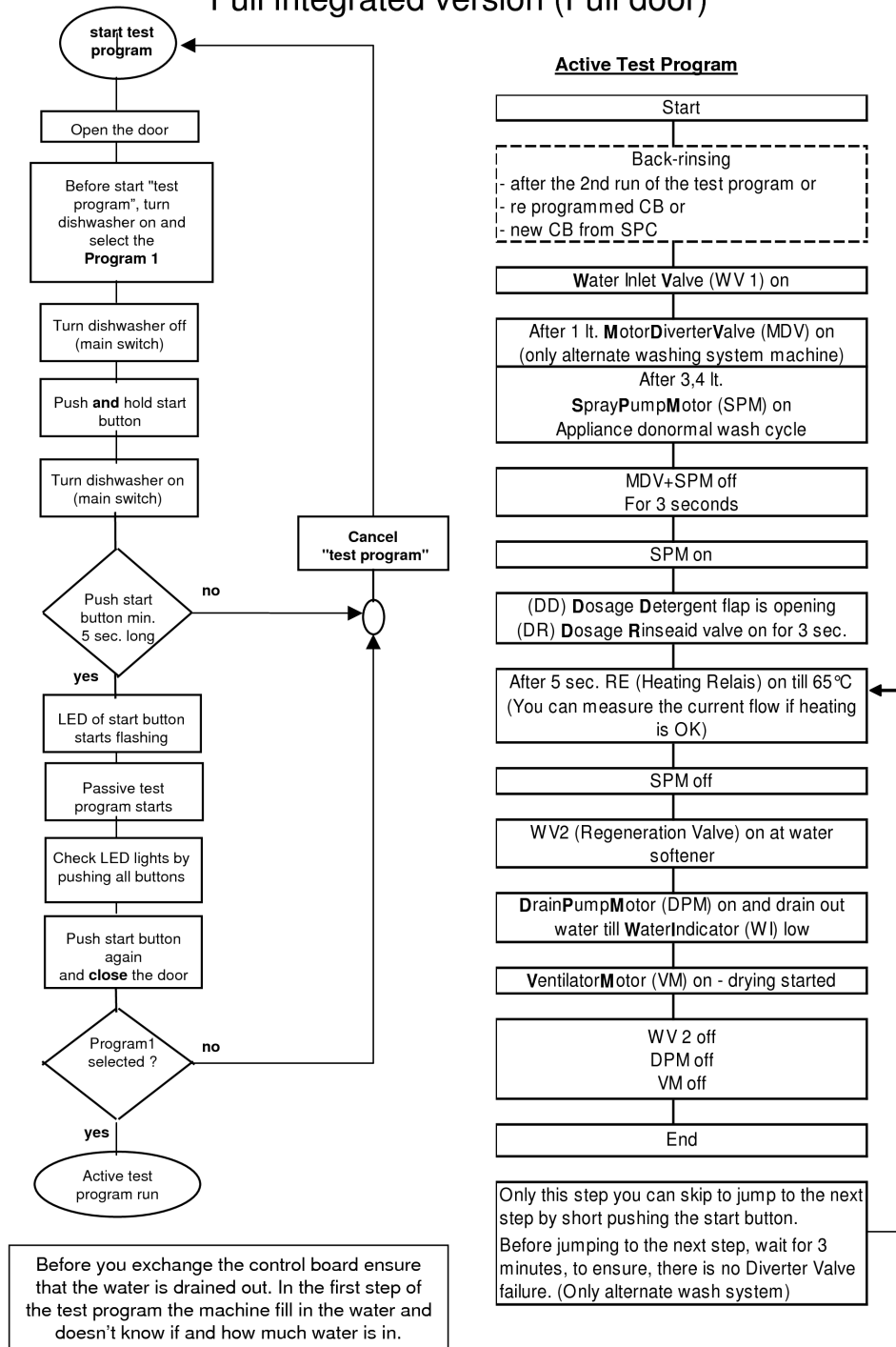
When these failures are not repaired, the test program will not run. After solving the failure you must "sign" (quit) the failure.

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Integrated version (Build In)



Full integrated version (Full door)



Error Codes

The following failures will only be indicated, when the relevant component is installed.

F0 or 10 times flashing.

Sensor failure (only when a optical sensor is installed)

Reaction:

The program will finish even if this failure is present. The Failure is indicated **only in** the active test program after 10 – 30 seconds. The active test program will finish as well, even with this failure F0.

If the failure appears in a sensor program, the machine will always choose the highest consumption (best cleaning result). It will not be indicated to the customer.

Symptom:

- Customer claims about permanent too long cycles

Reason:

- The sensor is dirty => clean OWI
- Connection between sensor and control board (CB) interrupted => check the wiring
- Defective electronic of the sensor => change OWI
- Optoelectronic parts in the sensor defect => change OWI

Attention: To calibrate the OWI you HAVE TO run the active test program

The failure code will not be stored.

There are two different OWI's installed and **not** interchangeable.

F1 or 1 time flashing.

NTC break

Symptom:

- Temperature out of the normal value (-3°C till +85°C)

Reason:

- Temperature inside higher than +85°C => check temp. of the incoming water
 - NTC defective resistor, short or open circuit => measure the resistor 50 kΩ normally
 - Dishwasher is frozen, less than -3°C => Over night in cold environment?
- (If the temperature is less than -3°C, fill the appliance with a cup of warm water to warm it up before you start it.)

Reaction:

- Cycle stops, drain pump drains out, failure indication

F2 or 2 times flashing.

Water Leakage

Symptom:

- Water is in the drip tray

Reason:

- Floater (LS6) switches off the Water Inlet Valve (WV1) and the electronic switches on the Drain Pump Motor until Water Indicator reports that the Sump is empty.
- Leakage on the sump, softener, regeneration dosage, tub

Reaction:

- Cycle stops, drain pump drains out, failure indication

F3 or 3 times flashing.

Heating System Defective

Symptom:

- Poor cleaning results
- Poor drying results

Reason:

- Heats too slowly (less than 1,5 °C in 10 min.)
- Heating (HEW) defective (circuit open or to earth) => measure between the connection ca. 25 Ω of the heater plus to the metal cover (over 500kΩ)
- Relay (RE2) on control board (CB) is defective => check if the output of the CB has ca.230V
- NTC - resistance fluctuation => exchange NTC

Indicated after app. 25 minutes (after 5 min. 1st. check after that 2 additional checks, before the failure will be indicated)

Reaction:

- Cycle stops, drain pump drains out, failure indication

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F4 or 4 times flashing. Draining Failure

Symptom:

- Drain pump starts and after 4 min. the WI detects sump "not empty"
- Without WI/OWI the electronic detects a deviation of the motor current consumption.

Reason:

- Outlet hose wrong installed => check the hose and lay it correct (Installation guide)
- Outlet hose squeezed / blocked => check the hose and lay it correct (Installation guide)
- Drain pump (DPM) defective => check the solenoid ca. 150Ω
- Siphon closed => clean & unblock the outlet part
- Control board (CB) defective => check the root cause part then exchange CB
- WI defective (doesn't switch) => clean then exchange

Reaction:

- Cycle stops, drain pump drains out, failure indication

F5 or 5 times flashing. Variable Speed Motor Failure

Reason:

- Connection between Spray pump (Variable Speed Motor) and control board interrupted.
- Frequency converter on Spray pump broken or control board defective.
=> Check the power voltage on the motor. BUS: 5V DC Motor: 230V AC

Reaction:

- Cycle stops, drain pump drains out, failure indication

F5 or 5 times flashing. SPM Blocked (MPH motor unit)

Failure condition:

- This failure is only indicated during the active test program
- The electronic detects an irregular deviation of the motor current consumption.

Reason:

- Spray Pump blocked => check pump housing
- Short circuit in motor or wiring => check motor values

Reaction:

- After 5 attempts to reactivate the spray pump motor the cycle stops, drain pump drains out, failure indication

F6 or 6 times flashing. Water Tap Closed

Symptom:

- Water inlet valve (WV1) is switched on but flow meter (FM) sends no pulses (less than 10 imp. in 10 sec.) and the water indicator (WI) is off (empty)

Reason:

- Water tap closed => open tap
- Water inlet hose blocked => unblock sieve / exchange hose
- Water inlet valve (WV1) defective => measure resistor ca. 3,5kΩ
- Flow meter (FM) defective (count wrong) => exchange flow meter in the reg. dosage

Reaction:

- Opening the water tap within the first 30 sec. of the program cycle resets the failure F6. After more than 30 sec. water inlet valve (WV1) will close due to safety reasons.

F7 or 7 times flashing.

Flow Meter Failure

Symptom:

- Water inlet valve (WV1) is switched on and the water indicator (WI) is on (level reached).

Reason:

- Water tap closed during water inlet => open tap
- Water inlet hose blocked => clean sieve
- Water inlet valve (WV1) defective => measure resistor ca. 3,5kΩ
- Flow meter (FM) sends too few/ much pulses (less than 10 imp. in 10 sec.)
=> Flowmeter counts wrong (or the sump is full in less than 30 sec. Causation: Hose felt down and slipped the disc of the valve. The effect is a displacement of the valve tappet)
- Aquastop defective
- Aquastop defective => exchange hose
- Flow meter (FM) defective => exchange Flowmeter

Reaction:

- Cycle stops, drain pump drains out, failure indication

F8 or 8 times flashing.

Water Level Failure.

Symptom:

- Foam in the tub / soiled sieve

Reason:

- WI / OWI defect? Should switch on after approx. 1lt. => exchange WI / OWI
- Sieve blocked => clean sieve
- Water strongly foams => poured rinse aid foam under 42°C very strong
- e.g. Pot is turned and is filled with water => advice customer
- No stable spray pump (SPM) working => clean dirty spray arm
=> check the impeller of the pump

Failure condition:

Failures will be indicated over the whole program and appear when:

WI (mech.): the WI switches too often, more than 20 times in 2 minutes.

OWI: The permanent OWI-Signal is missing, after the second measuring for 5 sec. If after the 2nd measuring the OWI-Signal is not present, then it shows the Failure F8.

VWI: The Spray Pump Motor measures permanently the water level. When the water level decrease the motor current will diminish and the control board indicates the failure F8.

Reaction:

- Cycle stops, drain pump drains out, failure indication

F9 or 9 times flashing.

Continuous Water Inlet

Symptom:

- Water inlet valve (WV1) is switched off, water indicator (WI) on, flow meter (FM) sends impulses (more than 10 imp. in 10 sec.)

Reason:

- Water inlet valve (WV1) mechanically not closed => measure resistor ca. 3,5kΩ
- Triac (CB) permanently switched on. (short circuit) => check solenoid resistance of valve then exchange CB

Reaction:

- Cycle stops , failure indication, drain pump drain out until sump is empty.
When the level of 1,5 lt. is reached, the drain pump runs again.

FA or 11 times flashing.
OWI (Optical Water Indicator) – Failure

Symptom:

- After the flow meter counts 3,4 lt. on permanent washing system or 2,5 lt. on alternating washing system the control board expects a signal from the OWI. The machine try to clean the lens by: Water inlet off for 30 Sec and SPM on for 30 Sec. If the OWI doesn't send the signal "Water in sump" after two checks, the appliance goes into failure mode FA.

Failure condition:

- The Control Board receives no signal

Reason:

- The sensor is dirty (90%) => Lens of the OWI shall be cleaned
- Connection between sensor and control board (CB) interrupted => check the wiring
- Defective electronic of the sensor => change OWI
- Optoelectronic parts in the sensor defect => change OWI

Attention: To calibrate the OWI you HAVE TO run the active test program
The failure code will not be stored.
There are two different OWI's installed and **not backwards** interchangeable.

Reaction:

- Cycle stops, drain pump drains out, failure indication

FA or 11 times flashing.
WI Failure

Failure condition:

- If the electronic signal of the Flow meter has been received for the 3.4 lt. of water on permanent washing system and the WI signal "Water in the sump" is missing, then the failure occurs.
- The WI needs a level of 1,5 lt. water to react.

Reason:

- Micro switch of the WI defective => measure the switch with an multimeter
- Weak contact => check contact, then exchange WI
- Wiring defective/ interrupted => check wiring and repair it

Reaction:

- Cycle stops, drain pump drains out, failure indication

FB or 12 times flashing.
MDV (Motor Diverter Valve) – Failure

Failure condition:

- The MDV has an inbuilt micro switch. The switch informs the CB about the position of the valve. If after 120 sec. the CB doesn't detect an impulse from MDV, the failure FB will be indicated.

Check:

- Do the upper and lower spray arms alternating in approx. 30-40 sec.? If only one turns, then there is a failure. => Check further:
- Is the diverter disc in the sump blocked? Yes. => Unblock it.
- Does 230V come from the control board (ZW,DVH) to the MDV? No. => Exchange control board. How to check:
Start test program and wait until back rinse is over. After the start of the regular water-inlet there have to be 230V within 30 sec. for approx. 20 sec. at the MDV.
- Is the signal cable between the MDV and control board (SAB,DVL) carrying 5V?
- Is the solenoid of the MDV or cable to the MDV interrupted? (ZW,DVH) resistance of the MDV should be approx. 6,5 KW

Reaction: Cycle stops, drain pump drains out, failure indication

FC or 13 times flashing.**ASA (Automatic Salt Adaptation)/ Water hardness sensor Failure
(only indicated in the active test program)**Failure condition:

- Electronic on the water softener detects high electrical resistance in the resin.
- The CB detect a fault in the softener.

Reason:

- Cables on the sensors of the water softener interrupted or weak contact. => correct it
- Cables from the control board (ASA) to the electronic at the water softener interrupted or weak contact. => check and correct wiring
- Electronic of water softener defective. => exchange Softener

Reaction:

- Cycle stops, drain pump drains out, failure indication

FD or 14 times flashing.**Failure on the big green LCD display**Failure condition:

- This failure will be indicated when the wiring between LCD display and control board is faulty

FE or 15 times flashing.**EEPROM Failure**Failure condition:

- After the start of the test program the EEPROM is immediately checked for errors and an error is displayed if any are found.

Reason:

- The control board software has an error. => Reprogram the control board, when ineffective exchange the CB

Reaction:

- Cycle stops, drain pump drains out, failure indication

FF or 16 times flashing.**VWI Failure (Motor characteristic Water Indication) MPH motor unit**Failure condition:

- The failure occurs during permanent motor measurement, when the wiring is interrupted.

Reason:

- Motor defective => check and exchange motor of MPH unit
- Weak contacts => check with multimeter and correct it
- Wiring interrupted => check with multimeter and correct it

Reaction:

- Cycle stops, drain pump drains out, failure indication

No F Codes but can be defective

Appliance jumps to end of program

MPH motor blocked. Start the test program to get the conformation with F5.

Ventilator Fan	ca. 140 Ω
Regeneration Valve	ca. 3,2 kΩ
Dispenser Unit Valve	ca. 1,3 kΩ
Capacitor of the SPM	ca. 2-6 μF
Resistor of the mech. Water Hardness Setting	ca. 2-24 kΩ

Service Bulletin 4812 718 40305

AUTHOR: Peter Liehm

Last Update: 07/09/10

VERSION: 1.0

TITLE: Condensation

SUBJECT: Condensation on kitchen furniture, kitchen worktop, control panel in combination with DW POINT appliances

REMEDIAL ACTION

1.) Inner door is just partly touching the tub/door gasket and water can escape and finally dropping on the floor. As well steam comes out of the appliance and condensates at the colder surfaces close to the appliance.

=> Service door hook

2.) The tub/door gasket - especially in the upper left and upper right corner – is not properly fitted. The effects are the same like described under point 1.

A repositioning of the tub/door gasket is not always sufficient as a service solution, because of the deformed tub/door gasket in the wrong position over the time. In these cases a new tub/door gasket has to be assembled.

3.) Installation of the appliance, a not proper adjustment of the feet or an unaligned fixing of the side panels at the kitchen worktop can bent the appliance in a way, that the door doesn't close properly. The effects are the same as described before under point 1.

The service solution is a realignment of the appliance.

Service hook => 4812 401 18416

Sealing door/tub => 4812 466 68564

For the above described points 1-3, please check the proper closing of the door and if the tub/door seal is touching the inner door at the complete length in the original finish of the appliance. This can be done by applying some oil on the tub/door gasket, close and open the door and check the "oil print" at the inner door. Check also the recommended distance between the underside of the work top and the appliance (at least 3mm).

4.) If the tub/door seal works in the right way, there is another possibility for condensation especially in kitchen with stone made worktops or worktops covered by aluminium or INOX design elements. Here occurs the condensation on the design elements or on the stone material.

5.) Depending on the thickness and quality of the wooden material of the front, the wooden front gets deformed by the temperature during a program cycle and as a consequence deforms the complete inner and outer door system. This can also lead to an insufficient closure of the door.

Following are shown two possibilities to prevent or to contain the condensation

For cases where the steam escapes from the door area, there is the following procedure possible:

Appliance – original condition

For cases where the steam escapes from the door area, there is the following procedure possible:

Appliance – original condition



Removing of the insulation in the front third – also on the side



Shortening of the upper insulation by one third (ca. 10cm)

**Close gap between inner/ outer door, between outer door/ control panel
and between inner door/ control panel with silicon**



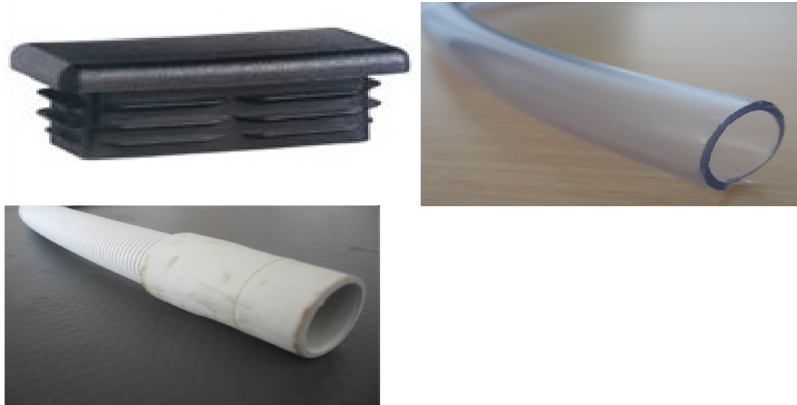
See close-up next page



Service kit for regeneration dosage

Spare part number kit 4801 310 00153

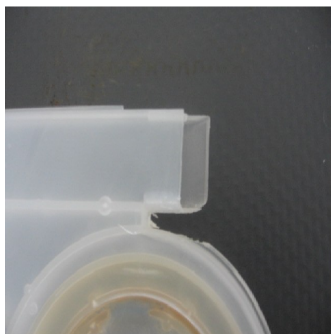
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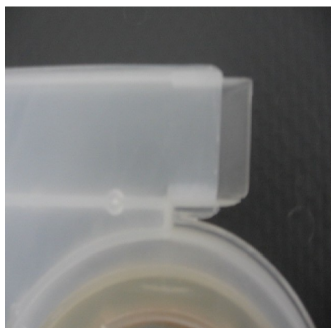
Assembly:

- 1.) **Cut off plastic excess length of the Regeneration Dosage**
Also the rectangular side hole

Before:



After:



Before:



After:



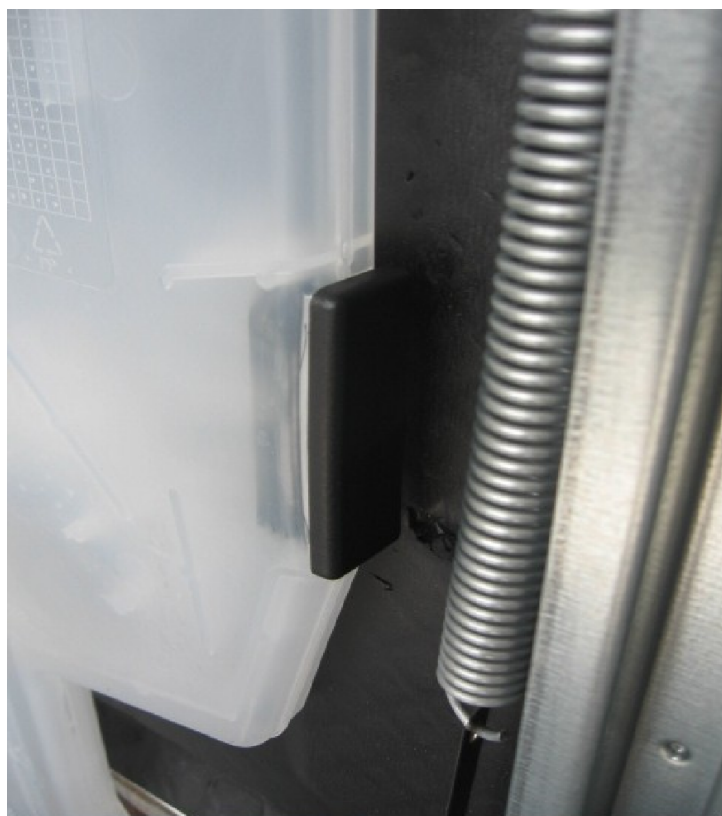
Main Hole:



Condenser hole:



Side hole:



Regeneration dosage after applying the kit:



Service Bulletin 4812 718 40204

AUTHOR: Mladen Carzavec

Last Update: 07/01/09

VERSION: 1.0

TITLE: Door Hook - Condensation Issue

4812 718 40204

REF: Door hook – Condensation issue

Model: Point appliances

Due to tolerances in production, there could be the case, that the door doesn't close properly, which leads to out coming steam, loud noise or clear hearable hydraulic work and condensation under the worktop in the kitchen.

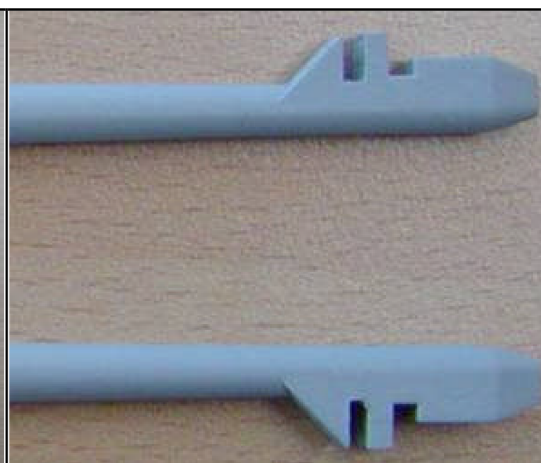
This is normally no reason for a product exchange!

There is a service solution available for these cases

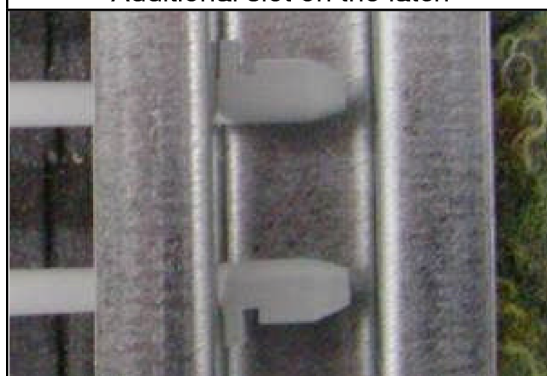
Spare part number 4812 401 18887



Additional slot on the latch



Close-up of the 2 slots



Position to tighten the closure of the door



Normal position

After the intervention, check the door closure while running an intensive program reg. out coming steam, leakages or noise of incoming water (hearable, when the door doesn't close properly)

Name: Peter Liehm

Date: 20.March 2007

Mod. Date:

Service Bulletin 4812 718 40211

AUTHOR: Mladen Carzavec

Last Update: 04/19/10

VERSION: 1.0

TITLE: Dishwasher stops and shows any remain time and / or F0.

4812 718 40211

REF: Dishwasher stops and shows any remain time and / or F0.

Model:

Point range with Ascoll Low Noise Motor and Modular Control Board

Issue:

During the cycle the dishwasher stops with water inside. The display board shows any time. In several cases the F0 failure indication appears.

Neither the spray pump nor the drain pump runs.

The SAM doesn't read out a failure.

Exchanging the CB, DB, UB or OWI doesn't lead to success.



Cause:

In certain circumstances an EMC (electromagnetic compatibility) related effect can occur and lead to strange behaviours of the dishwasher control unit.

Remedial action:

Protect the rear side of the modular control board unit with an aluminium foil.

Open the bottom plinth, remove the control unit from the fixation and adhere the aluminium foil.

You can use the protection foil for the kitchen installation.

Service 12NC: 4812 466 78388

Keep open the ventilation holes and
1 cm distance to the plug area.



Name: Mladen Carzavec

Date: 30.07.2007

Mod. Date:

Service Bulletin 4812 718 40306

AUTHOR: Peter Liehm

Last Update: 07/20/10

VERSION: 1.0

TITLE: Heating element

Flow trough heater - wrong assembly

SUBJECT: Turned heater connection

REMEDIAL ACTION

Ensure that the groove on the heater fits to the plastic pin on the pump housing (see pictures)

In case of wrong assembly, the thermo protection system - TPS - is wrong placed. If the TPS is placed underneath after the assembly, the TPS is cooled by the remaining water in the heating element => wrong measuring results



Fig. 1



Fig. 2

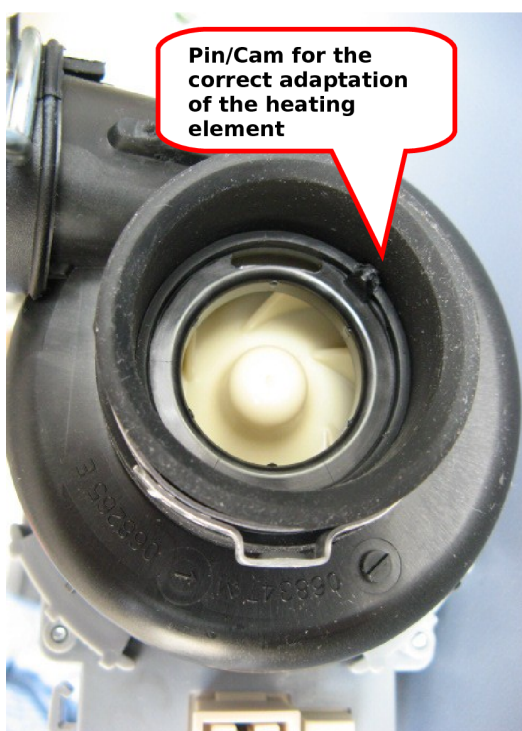


Fig. 3

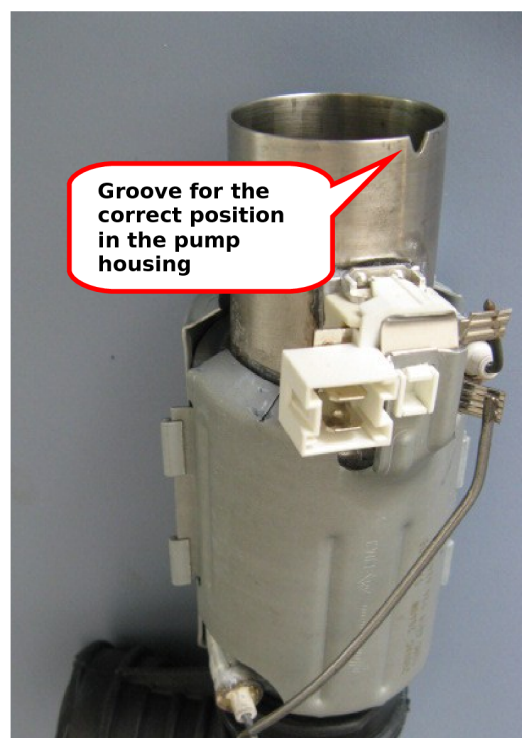


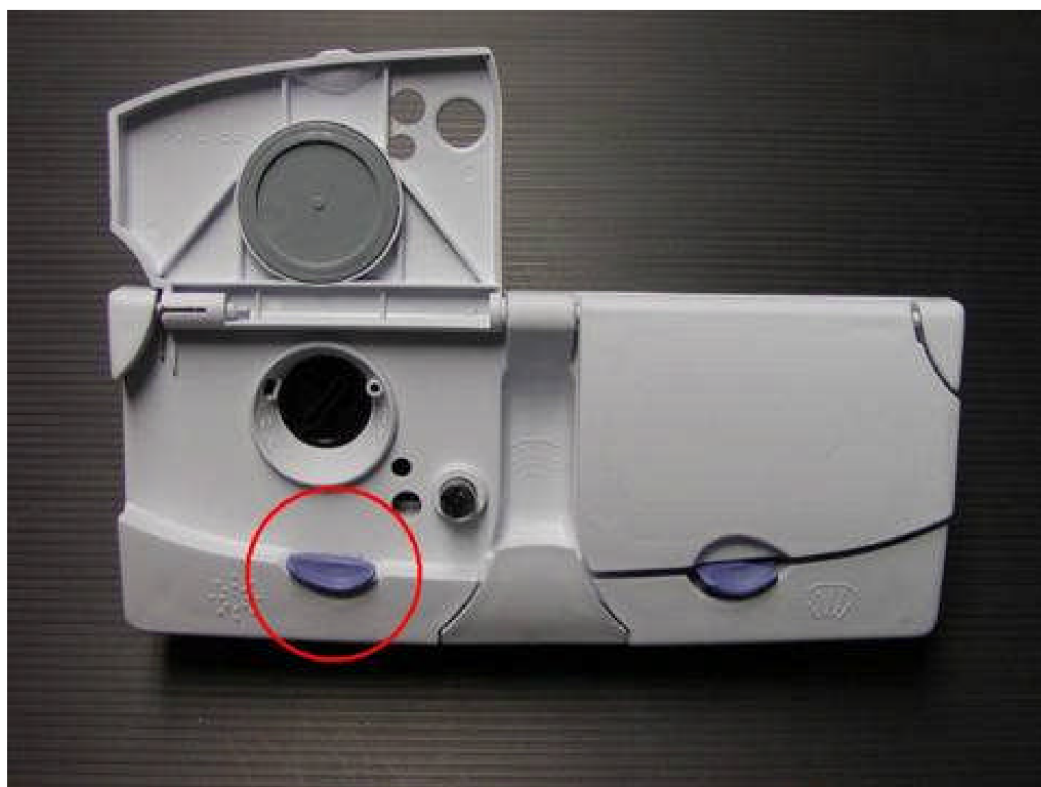
Fig. 4

Service Bulletin 4812 718 40187**AUTHOR:** Mladen Carzavec**Last Update:** 05/08/08**VERSION:** 1.0**TITLE:** Release Clip for the Rinse Aid Flap of the Detergent Dispenser**Models:** All "POINT" appliances**Ref:** **Release-clip for the Rinse aid flap on the detergent dispenser**

The above mentioned clip is now available as a single spare part.

The clip is removable by using a small screwdriver. It is not necessary to dismantle the door for the access to the clip.

The clip is only available in the colour-version "opaco-blue" as shown on the picture.

**Spare part number:** **4812 440 11209****SIRIAS code:** **M 6800 10**

Service Bulletin 4812 718 40201

AUTHOR: Mladen Carzavec

Last Update: 04/19/10

VERSION: 1.1

TITLE: F7 error code. Flow Meter – Failure.

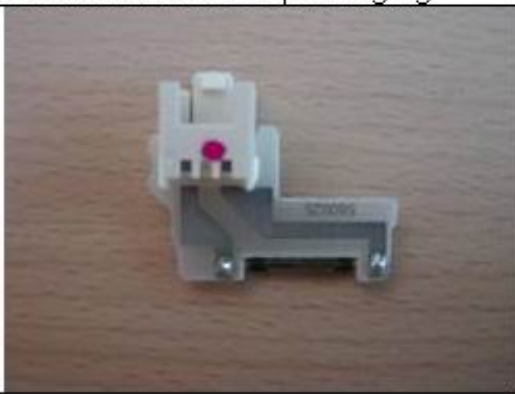
SUBJECT: When the F7 error code appears - the root cause is often not the Flow Meter itself.

Leakage on the regeneration dosage , Aqua stop valve , Wiring , Flow Meter PCB, or the control board has to be checked.

Text

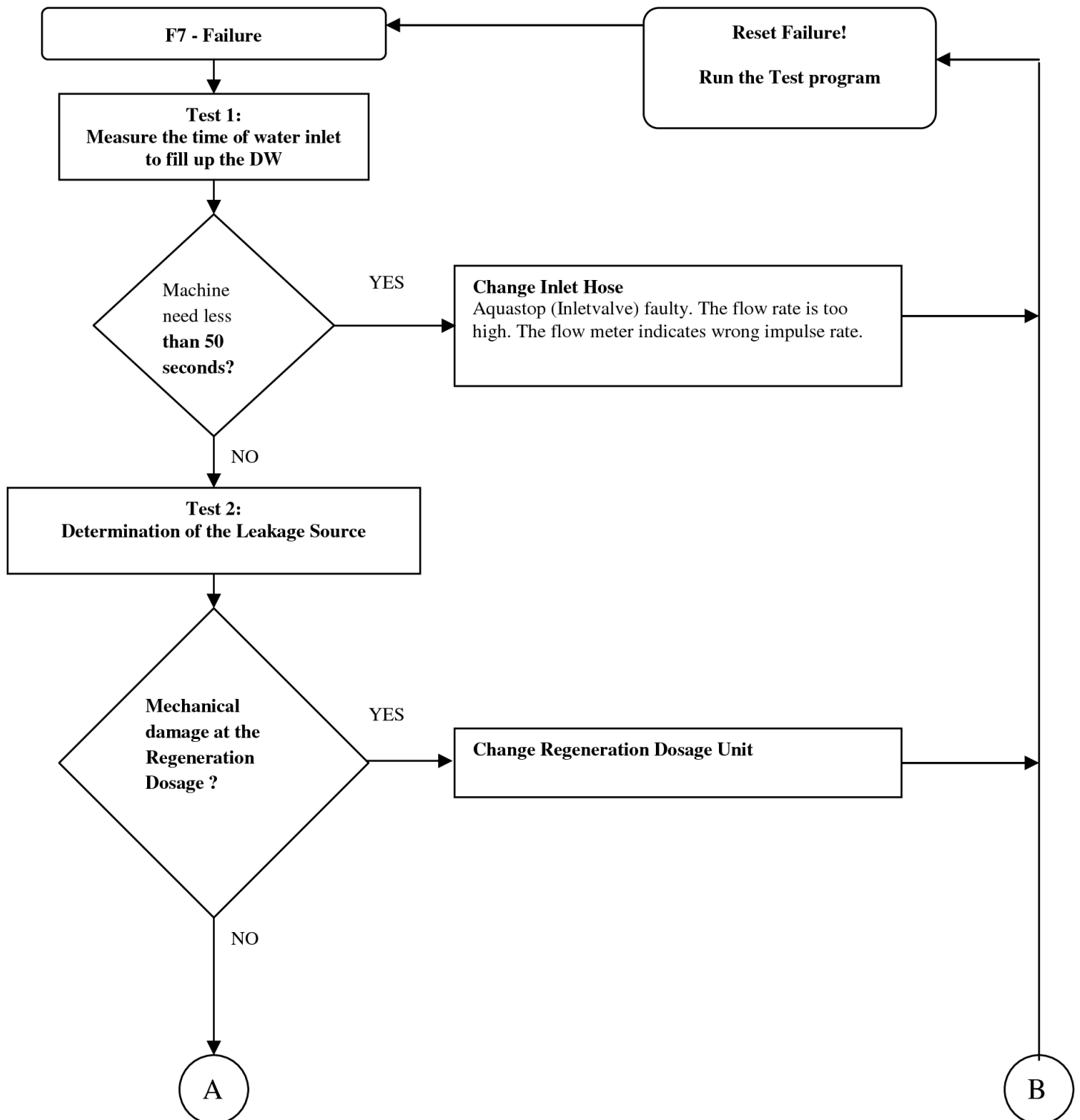
The Point range dishwashers are built with two different versions of regeneration dosages and different flow meters inside.

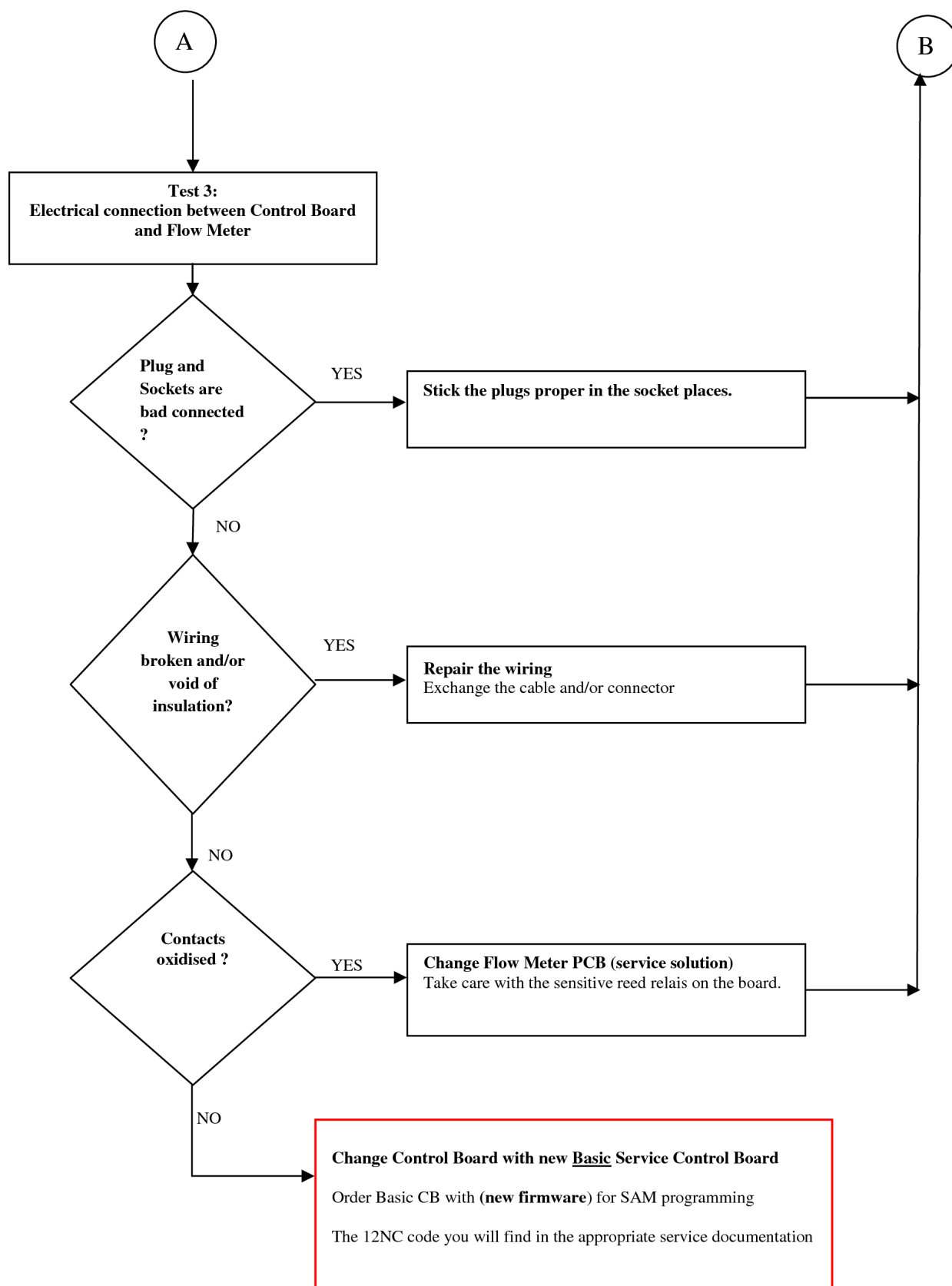
As Service solution you can order both Flow Meters as Service Kit in one packaging:

	
The version Aweco with blue socket.	The version Bitron with white socket.
Service Part 12NC for both reedcontact PCB's : 4812 310 19147	
The Service Part 12NC for the known Service Reg. Dosage is: 4812 418 68368	

REMEDIAL ACTION

Please go through the attached failure flow diagram to determine the root cause.





Service Bulletin 4812 718 40196**AUTHOR:** Mladen Carzavec**Last Update:** 04/19/10**VERSION:** 1.0**TITLE:** Internal leakage at the nozzle plate lead to performance issues. Docking base.

4812 718 40196**REF: Internal leakage at the nozzle plate****Model: Point dishwasher**

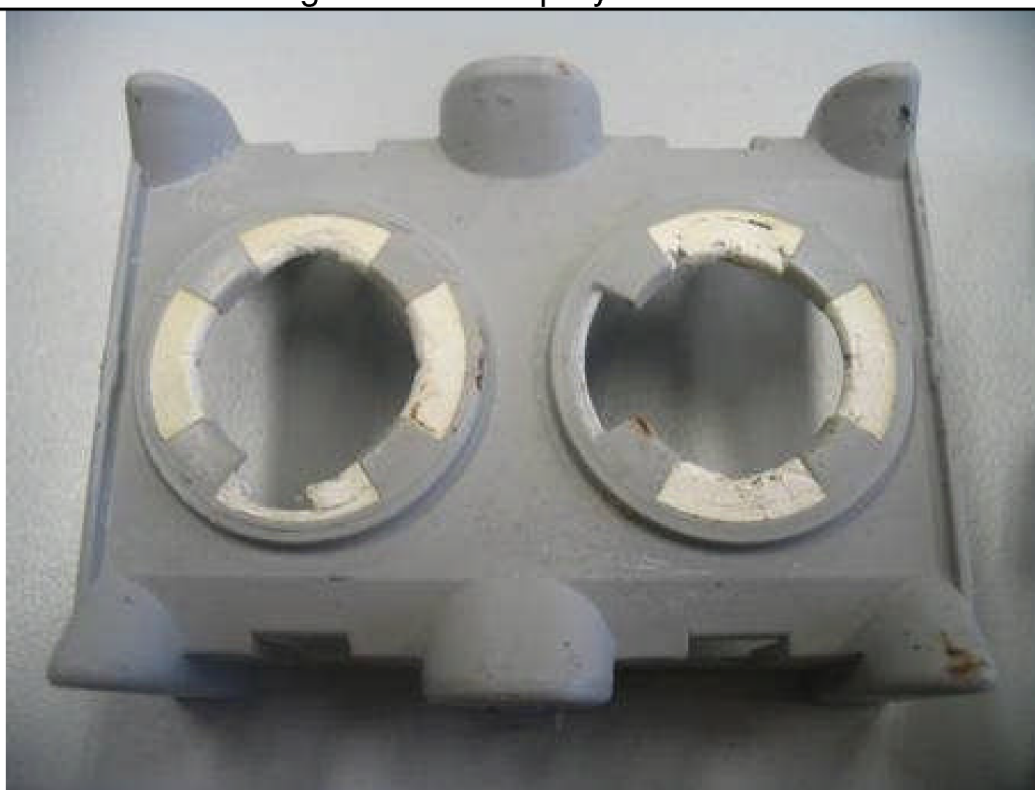
All dishwasher from the Point range from Neunkirchen or Wroclaw

Issue:

Customer complain about declining of washing performance

Cause:

The elastic plastic part of the nozzle unit wear out and lead to internal leakage.
A part of the water won't be guided to the spray arm.

**Remedial action:**

Exchange the nozzle plate

- Take the main tube free on the metal clips.
- Then dismantle the nozzle plate from the main tube with slight pressure from the plastic hooks.

Service spare part 12NC for the single nozzle plate:
4812 530 29431



Name: Mladen Carzavec

Date:09.05.2006

Mod. Date:

Service Bulletin 4812 718 40198

AUTHOR: Mladen Carzavec

Last Update: 04/19/10

VERSION: 1.0

TITLE: Snorkel noise or high rumbling sound

Cleaning or performance complain;

Break off the cycle and start draining out;

Spray arm water pressure tear down

4812 718 40198

REF: Snorkel noise or high rumbling sound
Cleaning or performance complain;
Break off the cycle and start draining out;
Spray arm water pressure tear down

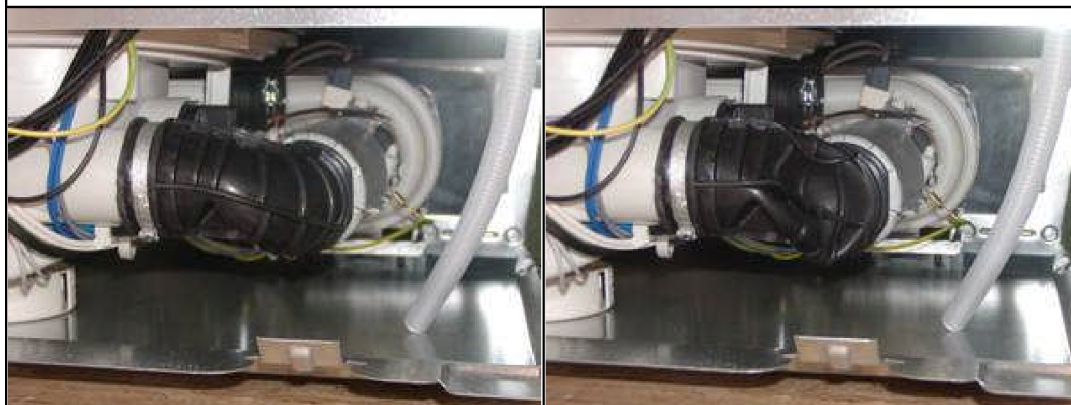
Model:

Point range with separate heater and motor

Issue:

After a short time the spray pump will seemingly drive slower and the sound goes down.

After the warming up of the water the bend slip in and close the flow rate. Strange snorkel noise is to hear.



Cause:

The bend hose is mounted wrong. To high tension at the bend through misalligned assembling.

Remedial action:

Inspect the correct suit of the bend hose. Observe if the bend will slip in and collapsing.



Slightly pushing with a screwdriver can help. Or you switch the dishwasher off and on during the cycle.

If the bend slip in - change the bend. It doesn't help to reassemble the bend in the correct way. The bend is deformed and only for changing.

Change the bend

1 x Bend 12NC: 4812 530 29119

2 x Strap 12NC: 4812 401 18424

Change when necessary the foam rubber at the Ascoll synchron motor.

Spare part number: 4812 466 68776

SIRIAS code: M 4050 02

The foam rubber has to be stucked like shown in Service Bulletin 4812 718 40175.

Assembling:

Take care that you fit at first the sump side and then the heater side.
Be sure that is no tension on the bend hose.

Name: Mladen Carzavec

Date:07.06.2006

Mod. Date: